

## CHAPTER 600

### PROVIDER QUALIFICATIONS AND PROVIDER REQUIREMENTS

<b>600</b>	<b><u>CHAPTER OVERVIEW.....</u></b>	<b><u>600-1</u></b>
	● REFERENCES .....	600-2
<b>610</b>	<b><u>AHCCCS PROVIDER QUALIFICATIONS.....</u></b>	<b><u>610-1</u></b>
	● EXHIBIT 610-1 AHCCCS PROVIDER REQUIREMENTS	
<b>620</b>	<b><u>AHCCCS FFS MINIMUM NETWORK REQUIREMENTS .....</u></b>	<b><u>620-1</u></b>
<b>630</b>	<b><u>MEDICAL RECORD REQUIREMENTS .....</u></b>	<b><u>630-1</u></b>
	● DESIGNATED RECORD SET (DRS).....	630-1
<b>640</b>	<b><u>ADVANCE DIRECTIVES .....</u></b>	<b><u>640-1</u></b>
<b>650</b>	<b><u>RESERVED.....</u></b>	<b><u>650-1</u></b>



## 600 CHAPTER OVERVIEW

This Chapter presents the Federal and State provider qualifications and network requirements for AHCCCS. Provider qualifications, requirements and recommendations are identified as they relate to the provision of quality health care in a timely manner and in a location, which is convenient and accessible for AHCCCS members.

These provider qualifications and network requirements/recommendations apply to providers of the following AHCCCS covered services:

1. AHCCCS acute care program services provided to AHCCCS members by or through Contractors and AHCCCS registered fee-for-service (FFS) providers.

Refer to [Chapter 400](#) for additional requirements specific to maternity services and/or Early and Periodic Screening, Diagnosis and Treatment (EPSDT) services. Additional requirements for registration of FFS providers are in the AHCCCS FFS Provider Manual.

2. Arizona Long Term Care System (ALTCS) program services.
3. AHCCCS behavioral health program services are provided through a contract with Arizona Department of Health Services (ADHS) for acute care members and Contractors for ALTCS members. Emergency behavioral health services may also be provided by FFS providers. See [Appendix G](#) (Behavioral Health Services Guide) for additional information.

Provider qualifications and network requirements are presented as follows:

1. AHCCCS provider qualifications, and
2. AHCCCS FFS minimum network requirements.



● **REFERENCES**

1. Code of Federal Regulations (CFR):
  - a. 45 CFR Parts 160 and 164 (HIPAA Privacy Requirements)
  - b. 42 CFR Part 431.107 (Required Provider Agreement)
  - c. 42 CFR 431.300 *et seq* (Safeguarding Information on Applicants and Recipients)
  - d. Exhibit 610-1, AHCCCS Provider Requirements
2. Arizona Revised Statutes (A.R.S.):
  - a. Exhibit 610-1, AHCCCS Provider Requirements
3. Arizona Administrative Code (A.A.C.)
  - a. 9 A.A.C. 22, Article 5 (General Provisions and Standards)
  - b. Exhibit 610-1, AHCCCS Provider Requirements
4. AHCCCS Contracts



## 610 AHCCCS PROVIDER QUALIFICATIONS

All providers of AHCCCS-covered services (either FFS or managed care) must:

1. Register with the AHCCCS Administration which requires signing the Provider Agreement that includes Federal requirements under 42 CFR Part 431.107, and
2. Meet AHCCCS requirements for professional licensure, certification or registration.

AHCCCS registration is mandatory for consideration for payment by:

1. The AHCCCS Administration for services rendered by FFS providers, and
2. AHCCCS Contractors for services rendered by managed care providers as well as submission of encounter data to the AHCCCS Administration by the Contractors.

Exhibit 610-1 identifies the Arizona Revised Statutes (A.R.S.), Arizona Administrative Code (A.A.C.), 42 CFR citation(s), and regulatory organization(s) for providers of AHCCCS covered services. Refer to [Chapter 300](#) for a description of all AHCCCS-covered services. Refer to [Chapter 1200](#) for long term care services, and [Appendix G](#) for behavioral health services.

**EXHIBIT 610-1**

**AHCCCS PROVIDER REQUIREMENTS**

## EXHIBIT 610-1 - AHCCCS PROVIDER REQUIREMENTS

**THIS IS NOT INTENDED TO BE A COMPLETE LISTING OF ALL PROVIDER TYPES RECOGNIZED BY AHCCCS.  
YOU MAY CONTACT AHCCCS PROVIDER REGISTRATION AT (602) 417-7670 FOR FURTHER ASSISTANCE.**

PROVIDER TYPE	AZ REVISED STATUTES	AZ ADMIN CODE	42 C.F.R.	REGULATORY ORGANIZATION
Adult Day Health (27)	Title 36, Chap. 4 Articles 1,2	Title 9, Chap. 10 Article 5	NONE	ADHS (Dept. of Health Services)
Adult Foster Care (50)	Title 36, Chap. 4	Title 9, Chap. 10 Article 7	NONE	ADHS
Affiliated Practice Dental Hygienist (54)	Title 32, Chap. 11 Article 4	Title 4, Chap. 11 Articles 5, 6		Arizona State Board of Dental Examiners
Air Transportation (96)	Title 36, Chapter 22, Articles 1 & 2	Title 9, Chapter 13, Articles 10, 11	42 CFR 410.40 42 CFR 414.65	ADHS
Alternative Residential Facility (74)				ADHS ADES
Ambulatory Surgical Center (43)	Title 36, Chap. 4 Articles 1,2	Title 9, Chap. 10 Article 17	Part 416	ADHS Medicare
Assisted Living Center (49)	Title 36, Chap. 4	Title 9, Chap 10 Article 7	NONE	ADHS
Assisted Living Home (36)	Title 36, Chap. 4	Title 9, Chap. 10 Article 7	NONE	ADHS
Attendant Care Provider (40)				NONE
Audiologist (62)	Title 36, Chap. 17, Article 4, Section 1940	Title 9, Chap. 16, Article 2	440.110, as amended by FR, Vol, 69, 30580-30587, May 28, 2004.	ADHS and U.S. Department of Health and Human Services, CMS
Blood Bank (60)	NONE	NONE	NONE	FDA
Licensed Independent Social Worker (LISW) (85)	Title 32. Chap. 33, Article 5			Board of Behavioral Health Examiners
Licensed Marriage/Family Therapist (LM/FT) (86)	Title 32, Chap. 33, Article 7			Board of Behavioral Health Examiners
Licensed Professional Counselor (LPC) (87)	Title 32, Chap. 33, Article 6			Board of Behavioral Health Examiners
Certified Registered Nurse Anesthetist (12)	Title 32, Chap. 15 Articles 2,3	Title 4, Chap. 19 Article 3,4,5	Part 440, Subpart A	Bd. of Nursing & Am. Assoc. of Nurse Anesthetist
Chiropractor (16)	Title 32, Chap. 8 Article 2	Title 4, Chap. 7 Articles 3,4,5,9,10	Part 405.232.b Part 440, Subpart A	Bd. of Chiropractic Examiners

### EXHIBIT 610-1 - AHCCCS PROVIDER REQUIREMENTS

PROVIDER TYPE	AZ REVISED STATUTES	AZ ADMIN CODE	42 C.F.R.	REGULATORY ORGANIZATION
Dietitian/Nutritionist (47) (48)	NONE	NONE	NONE	American Dietetic Association
DME Supplier (30)	NONE	NONE	NONE	NONE
Dental Lab (59)				
Dentist (07)	Title 32, Chap. 11 Articles 2,3	Title 4, Chap. 11 Articles 2,3,8,11	Part 440, Subpart A	St. Bd. of Dental Examiners
Detox Center (64)	Title 36, Chap. 18 Articles 1-3	Title 9, Chap. 20 Articles 1-6, 10,17,18	NONE	ADHS
Developmentally Disabled Day Treatment and Training (38)	Title 36, Chap. 5.1 Article 2,3			ADES
Dialysis Clinic (41)	Title 36, Chap. 4.1 Article 2	Title 9, Chap. 10 Article 1	Part 405, Subpart U	ADHS Medicare
Drug and Alcohol Rehab (63)	Title 36, Chap. 18 Articles 1-3	Title 9, Chap. 20 Articles 1-6, 10, 17, 18	NONE	ADHS
Emergency Transportation (06)	Title 36, Chap. 21.1 Article 2	Title 9, Chap. 13 Articles 4,6,8,9,10,11,13,14	Part 440, Subpart A Part 482, Subpart D	ADHS
Eye Bank (61)	NONE	NONE	NONE	FDA
Group Home (Developmentally Disabled) (25)	Title 36, Chap. 5.1 Article 2,3	Title 6, Chap. 6 Article 10,11	NONE	ADES
Habilitation Provider (39)			Part 440, Subpart A	ADES
Home Delivered Meals (70)	NONE	NONE	NONE	County Health Dept.
Home Health Agency (Medicare certified) (23)	Title 36, Chap. 4 Articles 1,2	Title 9, Chap. 10 Article 11	Part 440, Subpart A Part 484, Subpart A-C	ADHS Medicare
Home Health Agency (Non-Medicare certified) (95)				ADHS
Homemaker (37)			Part 440, Subpart A	NONE
Hospice (35)	Title 36, Chap. 4 Article 1,2	Title 9, Chap. 10 Article 8	Part 418	ADHS Medicare

### EXHIBIT 610-1 - AHCCCS PROVIDER REQUIREMENTS

PROVIDER TYPE	AZ REVISED STATUTES	AZ ADMIN CODE	42 C.F.R.	REGULATORY ORGANIZATION
Hospital (02)	Title 36, Chap. 4 Article 1,2,3	Title 9, Chap. 10 Articles 1,2,3,4	Part 440, Subpart A Part 482, Subpart A-E	ADHS Medicare
Hospital Affiliated Clinic (42)	Title 36, Chap. 4 Article 1,2	Title 9, Chap. 10 Article 1	Part 405, Subpart Q Part 440, Subpart A	ADHS
Hotel (special circumstances only) (55)		Title 9, Article 22		NONE
Laboratory (04)	Title 36, Chap. 4.1 Article 2	Title 9, Chap. 14 Registered in Accord w/CLIA	Part 493	ADHS Medicare
Licensed Midwife (84)	Title 36, Chap. 6 Article 7	Title 9, Chap. 16 Article 1		ADHS
Mental Health Services Alternative Residential Facility (74)	Title 36, Chap. 4  Article 1,2	Title 9, Chap. 20  Articles 1-5, 8	NONE	ADHS
Medical Foods Supplier (32)	NONE	NONE	NONE	NONE
Mental Health Clinic (52)	Title 36, Chap. 4 Articles 1,2	Title 9, Chap. 20 Articles 1-5, 10,12,14	NONE	ADHS
Mental Health Rehabilitation (77)	Title 36, Chap. 4 Articles 1,2	Title 9, Chap. 20 Articles 1-5,9,10,12,14	NONE	ADHS
Mental Health Residential Treatment Center (78)	Title 36, Chap. 4 Articles 1,2	Title 9, Chap. 20 Articles 1-5,9,10,12,14	NONE	ADHS
Non-Emergency Transportation (Provider) (28)	VALID DRIVER'S LICENSE WITH PROOF OF INSURANCE		NONE	NONE
Non-Emergency Transportation (Member) (96)	VALID DRIVER'S LICENSE WITH PROOF OF INSURANCE		NONE	NONE
Non-Hospital Affil. Clinic (05)	Title 36, Chap. 4 Article 1,2,3	Title 9, Chap. 10 Article 1	Part 440, Subpart A Part 482, Subpart A-E	ADHS
Nurse-Midwife (09)	Title 32, Chap. 15, Article 2,3 Title 36, Chap. 6, Article 7	Title 4, Chap. 19 Articles 3,4,5	Part 440, Subpart A	Bd. of Nursing
Nursing Home (22)	Title 36, Chap. 4 Articles 1,2,3	Title 9, Chap. 10 Article 9	Part 440, Subpart A Part 442, Subpart A-C Part 483, Subpart B	ADHS-License Medicare-Certification



### EXHIBIT 610-1 - AHCCCS PROVIDER REQUIREMENTS

PROVIDER TYPE	AZ REVISED STATUTES	AZ ADMIN CODE	42 C.F.R.	REGULATORY ORGANIZATION
Occupational Therapist (13)	Title 32, Chap. 34 Articles 1,2,3	Title 4, Chap. 43 Articles 1-4	Part 440, Subpart A	Bd. of Occupational Therapy Examiners
Optometrist (69)	Title 32, Chap. 16 Articles 2,3	Title 4, Chap. 21 Articles 2,3	Part 440, Subpart A Part 491, Subpart A	AZ Bd. of Optometry
Organ Bank (66)	NONE	NONE	NONE	FDA
Osteopath (31)	Title 32, Chap. 17 Articles 2,3	Title 4, Chap. 22 Article 1	Part 440, Subpart A Part 491, Subpart A	Bd. of Osteo Examiners in Medicine and Surgery
Perfusionist (67)	NONE	NONE	NONE	Am. Brd. of Cardiovascular Perfusionists
Personal Care Attendant (24)				ADES
Pharmacy (03)	Title 32, Chap. 18 Articles 2,3	Title 4, Chap. 23	Part 440, Subpart A	Bd. of Pharmacy
Physical Therapist (14)	Title 32, Chap. 19 Article 1,2,3	Title 4, Chap. 24 Articles 2,3	Part 440, Subpart A Part 486, Subpart D	Bd. of Physical Therapy Medicare
Physician (08)	Title 32, Chap. 13 Articles 2,3	Title 4, Chap. 16 Article 1	Part 440, Subpart A Part 491, Subpart A	Bd. of Medical Examiners
Physician Assistant (18)	Title 32, Chap. 25 Article 2,3,4	Title 4, Chap. 17 Article 1,2,3,4	Part 491, Subpart A	Bd. of Medical Examiners Bd. of Ph Asst. Examiners
Podiatrist (10)	Title 32, Chap. 7 Articles 1,2,3	Title 4, Chap. 25 Articles 2,3	Part 440, Subpart A Part 491, Subpart A	Bd. of Podiatry Examiners
Psychiatric Hospital (71)	Title 36, Chap. 4 Articles 1,2,3	Title 9, Chap. 10 Article 4	Part 440, Subpart A Part 482, Subpart A-E	DHS Medicare
Psychologist (11)	Title 32, Chap. 19.1 Articles 2,3	Title 4, Chap. 26 Articles 2,3	NONE	Psychologist Bd. of Examiners
Regional Administrative Entity (72) (RBHA)	Title 36, Chapter 34	Title 9, Chapter 20		ADHS
Registered Dietician (47)	NONE	NONE	NONE	American Dietetic Association
Registered Nurse (Private Nurse) (46)	Title 32, Chap. 15 Articles 2,3	Title 4, Chap. 19 Articles 1-4	Part 491, Subpart A	Bd. of Nursing
Registered Nurse Practitioner (19)	Title 32, Chap. 15 Articles 2,3	Title 4, Chap. 19 Article 3,4,5	Part 491, Subpart A	Bd. of Nursing

**EXHIBIT 610-1 - AHCCCS PROVIDER REQUIREMENTS**

PROVIDER TYPE	AZ REVISED STATUTES	AZ ADMIN CODE	42 C.F.R.	REGULATORY ORGANIZATION
Rehabilitation Center (33)	Title 36, Chap. 4 Articles 1,2	Title 9, Chap. 10 Article 1	Part 485, Subpart B, H	DHS Medicare
Residential Treatment Facility (57)	Title 36, Chap. 4 Articles 1,2	Title 9, Chap. 20 Articles 1-6,9,12,14	Part 441, Subpart D	DHS
Respiratory Therapist (20)	Title 32, Chap. 35	Title 4, Chap. 45	Part 440, Subpart A	Board of Resp. Care Examiners
Speech/Language Pathologist (15)	Title 36, Chap. 17, Article 4	Title 9, Chap. 16, Article 2	Part 440, Subpart A	DHS
Surgical First Assistant (82) (CRNFA)	NONE	NONE	42 CFR, Subpart A	National Certification Board Perioperative Nursing OR Arizona Bd. of Nursing scope of practice
Vision Center (79)		NONE	Part 440, Subpart A	

## EXHIBIT 610-1 - AHCCCS PROVIDER REQUIREMENTS

### OTHER PROVIDER TYPES

PROVIDER TYPE	AZ REVISED STATUTES	AZ ADMIN CODE	42 C.F.R.	REGULATORY ORGANIZATION
Level III Behavioral Health Residential Facility (A2)		Title 9, Chapter 20		ADHS
Community Service Agency (A3)				ADHS Policy
Licensed Independent Substance Abuse Counselor (A4)		Title 9, Chapter 20		ADHS
Therapeutic Foster Care Home (A5)		Title 6, Chapter 5		ADES
Rural Substance Abuse Transitional Agency (A6)		Title 9, Chapter 20		ADHS
Level I Residential Treatment Center (17+ beds) (IMD) (B1)		Title 9, Chapter 20		ADHS
Level I Residential Treatment Center, Non-Secure (1 – 16 beds) (B2)		Title 9, Chapter 20		ADHS
Residential Treatment Center, Non-Secure (B3)		Title 9, Chapter 20		ADHS
Subacute Facility (1 – 16 beds) (B5)		Title 9, Chapter 20		ADHS
Subacute Facility (17+ beds) (IMD) (B6)		Title 9, Chapter 20		ADHS
Crisis Services Provider (B7)		Title 9, Chapter 20		ADHS JCAHO, CARF or COA accreditation
Independent Testing Facilities (E1)	Check with AHCCCS Provider Registration for current licensure/certification requirements			

**SCHOOL BASED CLAIMING AND DIRECT SERVICES CLAIMING (CHAPTER 700) – These Provider Types are authorized for services provided within the DSC program ONLY. See Chapter 700 for credentialing/licensure/certification requirements.**

DSC PROVIDER TYPE	DSC PROVIDER TYPE
DSC Speech Therapist / Audiologist (26)	School Based Bus Transportation (92)
School Based Guidance Counselor (88)	School Based Attendant Care (93)
School Based Certified School Psychologist (89)	School Based Nurse – RN/LPN (94)



## **620 AHCCCS FFS MINIMUM NETWORK REQUIREMENTS**

AHCCCS must maintain a sufficient number of AHCCCS registered FFS providers to provide medical services to those members not assigned to a Contractor. These members include, but are not limited to:

1. Indian Health Service (IHS) members (Native Americans)
2. Emergency Services Program (ESP) recipients

Refer to the applicable AHCCCS contract for Contractor minimum provider network requirements and staffing requirements.



## 630 MEDICAL RECORD REQUIREMENTS

All AHCCCS providers and Contractors must protect member information in accordance with Federal and State laws, Rules, AHCCCS policies and AHCCCS contracts.

Consistent with 9 A.A.C. 22, Article 5, AHCCCS and its Contractors, providers and non-contracted providers must safeguard the privacy of records and information about members who request or receive services from AHCCCS or its contractors.

Information from, or copies of, medical records may be released only to authorized individuals, and processes must be in place to ensure that unauthorized individuals cannot gain access to, or alter, member records.

Original and/or copies of medical records must be released only in accordance with Federal or State laws, or Court orders. Contractors and providers must comply with the Health Insurance Portability and Accountability Act (HIPAA and 42 CFR 431.300 *et seq.*

- **DESIGNATED RECORD SET (DRS)**

The following applies to the member's DRS:

1. The DRS is the property of the provider who generates the DRS. The DRS is a group of records maintained by the provider. The DRS may include the following:
  - a. Medical and billing records maintained by a provider
  - b. Case/medical management records, or
  - c. Any other records used by the provider to make medical decisions about the member.
2. The member:
  - a. May review, request, and annually receive a copy, free of charge, of those portions of the DRS that were generated by the provider



**CHAPTER 600**  
**PROVIDER QUALIFICATIONS AND PROVIDER REQUIREMENTS**

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**POLICY 630**  
**MEDICAL RECORD REQUIREMENTS**

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- b. May request that specific provider information is amended or corrected, and
  - c. May not review, request, amend, correct or receive a copy of the portions of the DRS that are prohibited from view under the Health Insurance Portability and Accountability Act (HIPAA)
- 3. AHCCCS is not required to obtain written approval from a member before requesting the member's DRS from a healthcare provider or any agency. For purposes relating to treatment, payment or health care operations, AHCCCS may request sufficient copies of records necessary for administrative purposes, free of charge.
- 4. Written approval from the member is not required by the PCP when:
  - a. Transmitting member records to a provider when services are rendered to the member through referral to a Contractor's subcontracted provider, or
  - b. Sharing treatment or diagnostic information with the member's Regional Behavioral Health Authority (RBHA) acting as a provider, or its contracted providers, if the member is receiving behavioral health services through the RBHA system.
- 5. Medical records or copies of medical record information related to a member must be forwarded by any AHCCCS-registered provider to the member's PCP within 10 (ten) business days from receipt of a request from the member or the member's PCP.
- 6. AHCCCS must have access to all member records, whether electronic or hard copy, within at least 20 business days of receipt of a request.
- 7. Information related to fraud and abuse against the AHCCCS program may be released to authorized officials in compliance with Federal and State statutes and rules.

Refer to [Chapter 900](#) for a discussion of member record/information for AHCCCS Contractors.

Refer to [Chapter 500](#) for a discussion of member medical records regarding member transitions.



## 640 ADVANCE DIRECTIVES

A hospital, nursing facility and/or home health agency and individual providers must comply with Federal and State laws regarding advance directives for adult members. At a minimum, providers must:

1. Maintain written policies for adult members receiving care through their organization regarding the member's ability to make decisions about medical care, including the right to accept or refuse medical care and the right to execute and advance directive
2. Provide written information to adult members regarding the provider's policies concerning advance directives
3. Document whether the adult member has executed an advance directive
4. Prevent discrimination against a member, and not place conditions on the provision of care to the member, because of his/her decision to execute or not execute an advance directive, and
5. Provide education for staff on issues concerning advance directives.



**CHAPTER 600**  
**PROVIDER QUALIFICATIONS AND PROVIDER REQUIREMENTS**

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**POLICY 650**  
**RESERVED**

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**650    RESERVED**